

1 **1.** A method of operating a data processing system, said method comprising:
 2 receiving, via a data network, at least one keyword from a patron;
 3 querying a database with said at least one keyword to select a resource provider; and
 4 initiating a telecommunication session between said patron and said resource provider.

1 **2.** The method of claim 1 wherein said telecommunication session is a voice
 2 telecommunications session and said telecommunication session is established via a public switched
 3 telephone network.

1 **3.** The method of claim 1 wherein said telecommunication session is a voice
 2 telecommunications session and said telecommunication session is established via said data network.

1 **4.** The method of claim 1 wherein said telecommunication session is text telecommunication
 2 session and said telecommunication session is established via said data network.

1 **5.** The method of claim 1 wherein an operator of said data processing system selects said
 2 resource provider based on whether said resource provider is immediately available to communicate
 3 with said patron.

1 **6.** The method of claim 1 wherein said data processing system is a world wide web site and
 2 said data network is the Internet.

1 **7.** A method of operating a data processing system, said method comprising:
 2 receiving, via a data network, at least one keyword from a patron;
 3 querying a database with said at least one keyword to determine a plurality of candidate
 4 resource providers;
 5 transmitting a list of said plurality of candidate resource providers to said patron;
 6 receiving from said patron an indication that said patron desires a telecommunication session
 7 with one of said candidate resource providers; and
 8 initiating a telecommunication session between said patron and said one of said candidate
 9 resource providers.

1 **8.** The method of claim 7 wherein said telecommunication session is a voice
 2 telecommunications session and said telecommunication session is established via a public switched
 3 telephone network.

1 **9.** The method of claim 7 wherein said telecommunication session is a voice
 2 telecommunications session and said telecommunication session is established via said data network.

1 **10.** The method of claim 7 wherein said telecommunication session is text telecommunication
2 session and said telecommunication session is established via said data network.

1 **11.** The method of claim 7 wherein said data processing system communicates whether each
2 of said plurality of candidate resource providers is immediately available to communicate with said
3 patron.

1 **12.** The method of claim 7 wherein said data processing system is a world wide web site and
2 said data network is the Internet.

1 **13.** A method of operating a data processing system, said method comprising:
2 receiving a request from a patron to find a resource provider to provide a resource;
3 conducting, via a data network, an auction to identify said resource provider; and
4 initiating a telecommunication session between said patron and said resource provider.

1 **14.** The method of claim 13 wherein said telecommunication session is a voice
2 telecommunications session and said telecommunication session is established via a public switched
3 telephone network.

1 **15.** The method of claim 13 wherein said telecommunication session is a voice
2 telecommunications session and said telecommunication session is established via said data network.

1 **16.** The method of claim 13 wherein said telecommunication session is text
2 telecommunication session and said telecommunication session is established via said data network.

1 **17.** The method of claim 13 wherein an operator of said data processing system selects said
2 resource provider based on whether said resource provider is immediately available to communicate
3 with said patron.

1 **18.** The method of claim 13 wherein said data processing system is a world wide web site and
2 said data network is the Internet.

1 **19.** A method of operating a data processing system, said method comprising:
2 receiving a request from a patron to identify a resource provider to provide a resource;
3 receiving, via a data network, a notice from each of a plurality of candidate resource providers
4 that indicate an interest in providing said resource;
5 transmitting a list of said plurality of candidate resource providers to said patron;
6 receiving from said patron an indication that said patron desires a telecommunication session
7 with one of said candidate resource providers; and

8 initiating a telecommunication session between said patron and said one of said candidate
9 resource providers.

1 **20.** The method of claim 19 wherein said telecommunication session is a voice
2 telecommunications session and said telecommunication session is established via a public switched
3 telephone network.

1 **21.** The method of claim 19 wherein said telecommunication session is a voice
2 telecommunications session and said telecommunication session is established via said data network.

1 **22.** The method of claim 19 wherein said telecommunication session is text
2 telecommunication session and said telecommunication session is established via said data network.

1 **23.** The method of claim 19 wherein said data processing system communicates whether each
2 of said plurality of candidate resource providers is immediately available to communicate with said
3 patron.

1 **24.** The method of claim 19 wherein said data processing system is a world wide web site and
2 said data network is the Internet.